

QOL SURVEY LOCAL ALL FIELDS

Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location

Miami/Dade-Broward is an outstanding cosmopolitan location that affords Servicemembers an extremely wide range of activities to enjoy during off time. Although I can only speak from the perspective of a member with spouse and no children, the opportunities for a robust quality of life away from the job more than offsets the inconvenience of not having a military base and associated support infrastructure in place. Again, this is speaking strictly from this member's perspective. Answer would likely be very different if answering for more junior personnel assigned here, especially if they had family.

Being located in Miami.

The required travel time with duty hours makes this a no less than a 12-14 hour days on most days

The great weather, the wonderful beaches, the proximity to so many tourist attractions. People pay \$ to come here for vacations!

Identify USSOUTHCOM's QoL factor needing the most improvement

Quality of service (ability to perform job) and related impediments can use improvement. Work spaces/work stations are too cramped in many areas and situation does not appear to be getting better.

Why doesn't the education center offer Spanish Language courses which are not college credit courses? In Germany, they offered continuing education for German language courses during lunch and after work. These courses did not require continuous attendance only cost \$15 a class and they provided a workbook with all the common phrases/words. I learned a great deal of German through this program. It's very disappointing that the education office has failed to fulfill an obvious need in this command.

Fix the base support and find a way to get more people. We work twice as hard with 1/2 the people.

Lack of Navy LES support. Navy LES used to be distributed monthly by automatic distribution. Now they want us to register on a web site & "pull" the information down. Accordingly, I have not seen an LES or checked my pay data in over 6 months--we are just too busy doing our jobs to take the time out of the day to obtain this information. This used to be a service, that has now been put on the backs of the servicemembers. The terrible statistics for Navy personnel at SOUTHCOM reflect the large percentage of personnel who are too busy-- it is not their failure to log on to the Navy website. It is the Navy's failure to properly support its hardworking personnel. Why can't the Navy obtain each Sailor's Email address, & then automatically transmit LES data to that Email address each month, instead of wasting all of our manhours to access a website to obtain what used to come automatically?

Suggestions to improve the USSOUTHCOM QoL

Acquire more square footage.

Have the education office offer continuing education courses for Spanish for a nominal fee so we can learn practical Spanish for communicating in Miami and

All a flex shedule for military as well as civilian (work 10 hour days and get every other Friday off).

SEE # 20 above. Rather than have PSD Key West beat us up for not accessing the LES website (MY PAY), why don't they try something innovative like customer service, by figuring out how to automatically push LES data to each Sailor electronically? (Most civilian commercial entities-- banks, airlines, etc. allow you to register for automatic account updates/status, why not the USN?) This reminds me of the old adage: "If a lot of students miss the question, there is something wrong with the teacher, not the students." In this case, a lot of the Sailors (students) can't seem to take the time to pull down their LES data. What should that tell us?

Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location

We are in Miami!! People come here for vacation and recreation.

Identify USSOUTHCOM's QoL factor needing the most improvement

The commissary or a comperable substitute for Junior Service Members is an issue.

Suggestions to improve the USSOUTHCOM QoL

I would say the fact that FSC is trying and doing a fine job at trying to reach out to the community, but w/ the lack of a strong sense of community as you would have in a traditional base setting, participation and interest in activities is not as high as it could be. Most people are apathetic in this kind of setting as there is a sense of hopelessness when suggestions are either not addressed adequately or not addressed at all.

MEDICAL FACILITY!!!! There is a strong need for adequate and qualified care for all. Tricare cannot begin to comprehend the issues facing some people in need of special care. Pre-authorizations are a hassle and it is difficult to pin down a person to get one. The Tricare Benefits Administrator at SouthCom is either overwhelmed & needs help, or is not performing her job adequately to meet the needs of SouthCom Patients. The quality of medical care for active duty and their dependents, in a word, stinks here at SouthCom. It is one problem after another - and if it isn't a problem then you have to drive 30-45 minutes to get care.

Keep listening & and make sure you hear the feedback you are receiving. Don't just say "oh, we're aware & we are working on it". Make things happen! You can do it!

Being able to see civilian doctors for medical care.

The Gym

Increase the size of the Gym and locker rooms.

A liberal uniform policy (wearing in town) makes life bearable

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Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

The many organized activities the command sponsors

Identify USSOUTHCOM's QoL factor needing the most improvement

Larger bathrooms in the building as well as larger locker room facilities.

Suggestions to improve the USSOUTHCOM QoL

Good weather, restaurants, shopping, outdoor recreational opportunities are all a huge plus.

A COLA, my previous assignment (Puerto Rico) gave me over 400.00 dollars a month. I believe Miami is much more expensive than Puerto Rico, yet the COLA was almost insignificant (about a tank of gas) and then it was dropped altogether. My wife and I go out maybe twice a month instead of each weekend (though that is partly off-set by outdoor activities that are relatively

Great access/discounts to community events (e.g., Disney World, theater events, fishing trips, etc.)—kudos to those who do the digging and make the contacts to get these specials for USSOUTHCOM personnel.

Medical/Dental!!!! Medical clinic operates on "bankers' hours," and single servicemembers have no experience/knowledge about how to obtain our promised medical care outside of those limited hours. Dental care @ SOUTHCOM is non-existent; sure, we can get referrals, but, as with medical care that brings the inevitable hassle.

Extend clinic hours (or do doctors have something in their "contract" that says they stop seeing patients during lunch and after 1530?). Also, car insurance is VERY expensive here, but the CONUS COLA (\$35/mo) doesn't seem to account for this. (Prior to being here, I was in Wash, DC, and to get the same coverage here, with USAA, I would have had to pay almost 3 times as much...result is I know have less coverage and significantly higher deductible, and still pay more than in DC--this with a PERFECT driving record).

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Tickets and tours offer great trips, programs and variety at good prices. The best I've seen.

Identify USSOUTHCOM's QoL factor needing the most improvement

Housing. I wish there was a good family housing where military families could be more secure and within 5-10 miles. The housing office has not been a lot of help. They seem to be so busy and doesn't place a lot of customer care. That's the impression I got on my first two visits there. Newly assigned personnel with families are most concerned about housing the minute they get here. Housing prices are so shockingly high, you hesitate to commit to buy one. So, in my case I rented. Before that, you couldn't enroll your kids to school because you needed a permanent address. My spouse couldn't find employment because you needed a permanent address. We had to front 3 months of rent to move in. Fortunately, we had the money. But what about some other families that are not as fortunate? I think housing is the most vital quality of life issue here at Southcom. That's what people worry about the very first thing they get here and people are practically helpless until they secure good, safe, affordable housing. Their dependent's schooling is affected, their personal property and their overall stability. Please channel this issue to the proper authorities.

Suggestions to improve the USSOUTHCOM QoL

Allocate family housing (or build more) at the Coast Guard facility near MetroZoo. Move Southcom to Homestead ARS.

Three factors tie for top billing: 1. Tent Sale 2. Social Functions (first-rate affairs!) 3. Van pools

Although I am aware of some efforts being made, I feel the support we receive from Patrick AFB is not responsive. Finance and records inquiries are among the areas I have had difficulty. I spent eight months trying to straighten out an underpayment of my BAH (\$24K). Correction came after countless attempts to contact them via phone and emails, some errors were made in the way the issue was packaged to Denver, and I was unable to receive updates on the progress due to the geographic separation. They have one very competent MSgt who finally drove the issue to resolution, but the receptionist admitted that they will not answer the phone if they have people waiting to be seen in their office, which does not do us any good here in SC.

Either move some of Patrick's support functions to Miami's AF Element (a cost in manpower and space), or have dedicated phone lines for SC personnel to call to each of the key support agencies, that would give us equal billing with their

Location within the Miami/Fort Lauderdale area affords SOUTHCOM personnel the opportunity to meet a broad range of interests.

Hard to tag to QOL, but the feeling of compartmentalization within the command distracts from an overall sense of unity. Lots of folks working feverishly, but hard to see the collective results and garner satisfaction as a member of the bigger team.

More casual social functions, with emphasis on linking up personnel from the various directorates, to develop a more balanced sense of unit.

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	Availability of commissary and BX.	Maybe look at moving command closer to Homestead Air Reserve Base.
I work with reaonable people here, who genuinely encourage family time and PT time--this was not the case during my previous assignment at the Pentagon.	My wife and I are comfortable being "on our own," away from the typical base support structure, so the lack of practical access to BX, base theater, and other MWR-type facilities is not a big deal for us. The biggest detractor to my own QOL is the frustration that comes from having an office that is away from the HQ building--this means lots of car trips back and forth, a difficult time coordinating with other offices, and a general sense of being near the bottom of the priority	Tell the rude South Florida drivers to move to another state.
South FL is the tourist capital of the world. We have a lot to do and SC offers great deals.	Medical/Dental for TRICARE families is incredibly expensive. Also, the pool of doctors in the Weston Area is small. Try finding a pediatric dentist - only one is listed and she is a crook!	1) We need a commissary or, at least, more regular tent sales.2) TRICARE costs must be lowered and the choice of doctors increased.
The Miami area offers everything for a great Quality of Life.	#1 Locaion of command #2 Costs associated with living in the Miami Area.	Move command to Coast Guard Property located on 152 Ave. This location offers great accessibility to the staff.

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Beach environment. Cultural festivities, and sports events	na	na
There are many positive factors ...but i think the top QOL factor is the central location of USSOUTHCOM in the city of Miami.	Build more onsite services, such as expanded recreation facilities(gym), fitness center etc...., expanded bx..to include uniform items for all armed forces, also build on to main compound to include all educational and adminstrative, operations at one site.	Improvements as mentioned above..I think this is a great command and the efforts to improve its QOL are
The ability to attend college courses after duty hours and during duty hours with chain of command's support.	Improve the single soldier iniative program.	
Living off- post!	Commissary and PX facilities.	Bigger fitness center and more bath rooms throughout the building!
MWR does an excellent job of keeping USSOUTHCOM personnel up to date on outside event (sports, plays/shows etc)	Housing and COLA need to be improved.....where most USSOUTHCOM personnel live in relation to work (Kendal or Pembroke Pines area), traffic, and the cost of gasoline.....personnel are spending on average \$200 a month just for gas to and from work.	Increased COLA and Housing Allowance. I am still paying out of pocket to live relatively close to USSOUTHCOM, even with the increased housing allowance.

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Poor location for the average service member. City of Miami/Ft. Lauderdale is very expensive to live. Recreation facilities are expensive. South Florida doesn't care about its locals from November to April.

Identify USSOUTHCOM's QoL factor needing the most improvement

The schools here - mine are in High School - are extremely poor. Overcrowding and declining academic standards are frightening.

Suggestions to improve the USSOUTHCOM QoL

USSOUTHCOM move to a military base with good housing for the jr. enlisted, good gyms, craft centers, a golf course and affordable boating facilities.

Recreational activities are abundant - beaches, the Keys, fishing, boating, professional sports, etc.

An additional benefit/cost of living increase to assist parents in being able to afford private schooling for their kids here.

Weathergreat co-workers

Facilities...command spread across 3-4 buildings, no normal military infrastructure, no BX, no base gas station, no CDC, etc...

Build a real base or stand us up at one of the existing South Florida bases. Don't waste tax payer money on the quarterly DECA tent sale...can't imagine the money spent to move that operation down here every three months is cost beneficial. I'd rather save the barking spaces and give the personnel a COLA to cover the

Access to multiple cultures and off base activities. MWR does a great job advertising events and getting discounted tickets

Legal assistance. Access to USAF finance at Patick

Continue the robust MWR program. Employ an effective assistance program. Advocate for more BAH.

The fact that it's in MIAMI. Great weather, beaches, nightlife, restaurants, etc.

Need a chowhall or a cafeteria, something much bigger and better than the lunch counter that's downstairs now.

A much bigger and better gym with more equipment would be nice.

Having the PX tent sale available.
Van pool to cut cost on transportation.
MWR providing discount ticket and entertainment sales.

Family Support Infrastructure

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The biggest issue with QOL in Miami is the availability of Health Care, Exchange services, Dental care, OB/GYN service, Day Care, traffic, cost of commute and dispersement of SouthCom personnel in and around the Miami area. I am from Miami which has made my tour easier than most, but I am thinking about the majority. My wife had finally found a great OB/GYN and then they dropped Tricare becasue Tricare does not pay the doctors enough. This causes huge problems for families. Our dentist is in Plantation and we pay out of pocket because all the dentists that are local to Southcom are not reputable. Daycare is a very scary issue. Why not a CDC? Southcom has the personnel to support one. A DECA tent every six months does not take the place of a fully functional post exchange or commissary. COLA should be a high enogh to cover tolls. Sorry to sound so negative, but I resided overseas for 6 years and USSOUTHCOM should be in a hardship category. To end on a positive note, the MWR and command functions and organized events is a huge plus to QOL and Southcom does a great job with that. Thank you for your time.

The multitude of family focused facilities (i.e., theme parks)

Identify USSOUTHCOM's QoL factor needing the most improvement

Health and Dental care.

The lack of military shopping facilities (i.e., PX, commissary, ect)

Suggestions to improve the USSOUTHCOM QoL

Onsite Dentist or Dental clinic. Resident GYN. Child Developement Center

Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location

The top QOL factor also makes it the worst - location. I chose this duty location based solely on location (this is very near home of record for me). The weather, access to Florida beaches, local vacation spots (Orlando, Keys), and aspects of a major metropolitan city (zoos, theater, nightlife, museums, fairs) all are major positive aspects of USSOUTHCOM. However, cost-of-living, particularly since we have INADEQUATE ACCESS to Exchange/Commissary/DoD Medical facilities are MAJOR drawbacks. Having facilities at Homestead in NO WAY alleviates this problem. With a large portion of the command living in Broward county (due to cost of land & dwellings, insurance, property taxes), Homestead in almost an hour travel time (50 miles minimum), which in gas alone is almost \$10/trip, not counting the 2 hours round-trip drive time. The facilities at Opa Locka are no substitute either: very bad neighborhood to get lost in, small & limited selection, distance from majority of sailors and traffic congestion all contribute to this site not being a "viable" option. In terms of these facilities, I believe the average family here in the Miami areas is spending on average \$50-100 more a month just in state sales tax (vice shopping at Exchanges), and my family personally spends at least 1/3 more on groceries in our local neighborhood. Housing is very very expensive if you want to live in Dade county near work, and buying in Broward confounds the commute, both in time and fuel. Car pools work for those offices that have "flexible" hours, but in my specific case, it would be very difficult to join unless the "corporate culture" made it VERY CLEAR with words and action that the command would support such hard departure times. All this in a year where the Miami COLA was taken away since it was calculated that personnel in this area don't incur enough additional costs.....

Location and climate

Identify USSOUTHCOM's QoL factor needing the most improvement

Medical clinic and procedures on off-site consultations. Namely, the delay is being able to schedule/see specialists (to include basic services, such as x-rays), and followup procedures here at the command's medical clinic. For EACH TIME that I've had off-site tests, I've had to 1) track down the results and ensure they've been faxed to the command, 2) push to schedule phone consults, and 3) when the phone consults did not work/happen, push again to either personally see or talk to a doc. TRICARE for my dependents is terrific - in stark contrast to the services, facilities, and PERSONALIZED SERVICE and TRACKING OF HEALTH ISSUES from first visit to resolution. I have commented on this issues numerous times now.....

Medical support

Suggestions to improve the USSOUTHCOM QoL

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Variety of entertainment, recreation and leisure activities available in

Identify USSOUTHCOM's QoL factor needing the most improvement

Lack of facilities at the HQ, to include adequate gym, shopping, car wash, athletic fields, etc. Some of these facilities could be provided at minimal expense to the command.

Suggestions to improve the USSOUTHCOM QoL

Create an all-purpose athletic field within the compound. Create a sand volleyball facility within the compound. Install a self-service car wash area within the

The location is not bad as far as having homes to choose from that are close by the HQs although I don't believe they are very affordable for some. A good part of the housing situation is the Housing Referral office and the help they give people on the Set Aside program. Florida is much more expensive than I would have guessed before moving here

Commuting options/mass transit. I would have preferred to live further away and have a nicer house but couldn't deal with the commute. Van pools were not an option because of the long hours and varied schedule I have (am not always sure I can leave early enough to use van pool)--instead I settled for a townhouse that is not bad but not up to the standard I have been used to

Let local city leaders know how much mass transit would make living here so much easier; I have been on the metro here and it's nice but is too limited to do much good for those that work at SC

Many efforts are made to improve the QOL of personnel at SOUTHCOM. Largest issue is the lack of Military facilities in the immediate area. Housing costs are outpacing the cost of living increases. Quality of schools other than the private and some charter schools is a serious problem for anyone with high school children.

Quality education and healthcare. Healthcare is a problem throughout the TRICARE system. Quality public school high school education is a serious challenge. Significant parental involvement is necessary for achieving a satisfactory education in South Florida.

SC is making a valiant effort to improve the QOL of the personnel and families assigned to SC. Many of these improvements cannot be substantially improved without the decision to permanently make SC to a more complete base facility. However decisions that can be made should be made at the earliest possible time without studying and restudying the possible solutions. For example the bridge to the Federal Reserve Building took too long to get going.

Mild winters

All USSOUTHCOM offices on federal ground to eliminate having so many offices located away from

Appeal to US Congress to purchase existing HQ building and authorize construction of additional building(s) on adjacent site to accommodate offices currently at remote sites.

Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location

The location. Being in Miami affords us to do more family events.

Identify USSOUTHCOM's QoL factor needing the most improvement

Medical Needs. People need to be able to select their own medical doctors. Also, the fact that personnel are forced to Florida Insurance. My vehicle is registered in another state. As a result, my insurance rates more than doubled because of being assigned in Miami.

Suggestions to improve the USSOUTHCOM QoL

There are many discount events offered to the military but it hard to take advantage of many of the trips because the military member does not know in enough time to plan leave or may cannot take leave due to mission. Discount cruises to certain spots be made available to military personnel and published far in advance. Secondly, discount golf membership fees for people in the military. With all of these golf courses, you would think some would cater to the military by offering discount membership dues. Allow people to select their own doctors. It is very hard to drive usually an hour to SOUTHCOM only to be given a referral to drive to see a doctor in your particular area. There should be TRICARE offices located where there is sufficient number of military families. For example: Pembroke Pines, Ft Lauderdale, and Weston to name a few. This way family members can get the care they need without stressing the miniumum number of doctors in SOUTHCOM. Military children should be allowed to enter Charter Schools without going through the lottery system. Compared to the community, military kids barely make up 10% and they are widely dispersed. Spouse employment. It is very hard for spouses to find employment here in Miami. Jobs in SOUTHCOM are highly competitive and more technical and very few. Therefore, spouses must try to find work in the civilian sector.

THE WEATHER

UNIT COHENSION, ESPRIT DE CORPS

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The Location		
The activities available for families.	Cost of living here is higher that past assignments even with the differential.	More organize facilities specifict for Military personnel such as CDC
The weather and abundance of off duty activities! Also, the Van Pool program is a big plus.	USSOUTHCOM Subsidized child care in Broward county. My wife who while we were in Germany was a DOD Child Developement Center Director, volunteered to do day care center site surveys in south Broward county in July of 2002. She identified several centers that would either qualify or be willing to work towards the necessary accredidation (NAEYC) to be able to do business with Southcom. Here we are nearly eight months later and we still don't have new day care centers in the program. There is also a question about summer sessions for school aged children. We have been told that the child care subsidy is not authorized for school aged children attending day care centers during the summer months which is called summer camp, but if we were on a military installation this would be covered.	Find out where the people from USSOUTHCOM are residing and make sure that the necessary programs are available to support them in that neighborhood. Don't tell me that if I live in Pembroke Pines west of I 75 that I have to bring my children to day care in Miami/Dade. This is unacceptable!
NONE	WORK SPACE	RELOCATION TO HOMESTEAD ARB
family support within the department. Several memebbers of my department consistanly helped out with my transition because of the lack of traditional support associated with most bases.	The cost of living in the Miami area is extreemly high. The location of exchange/commisaries, costs of tolls coupled with high gass prices and long commutes, no base housing and the physical location of the southcom HQ's are just a few of the factors affecting my QOL. The lanuage barrier (I'm no spansih speaking) with many of the locals also affects my families life style.	Relocate the HQ to Homestead where housing is more affordable and closer to the base infrastucture. Distributing sun passes to off set the cost of tolls. Consturct base housing

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Family oriented activities associated with a large metropolitan area like

The variety of off-duty recreational activities. Although many can be quite expensive, there are many other that are free or relatively inexpensive. The beach is a definite plus.

The location and opportunities in and around Miami and Doral

Living in the Miami area is an excellent opportunity to experience different cultures and enjoy things that would not be available anywhere else. The drawback is the lack of military support facilities and commute from quarters. The education for dependents is also a big drawback.

Our leadership seems to have a real interest in in QoL life.

Identify USSOUTHCOM's QoL factor needing the most improvement

Better situational awareness on the housing market situation and better communication with home owners regarding the set aside program- Information regarding the housing available in the set-aside program was outdated when I arrived (some owners had sold their homes and didn't take their property off of the list)- Difficulty in reaching some owners of the properties being advertised in the set-aside program

Quality, timely, and responsive medical care for dependents (as well as active duty members if having to be referred to civilian care).

The degree to which people are spread out for both housing and for work. Makes it hard to build a sense of military community.

Military housing, expand local exchange services, expand local physical fitness facilities, improve BAH, improve accounting and financial services for the AF.

Housing allowance Subsistence allowance

Suggestions to improve the USSOUTHCOM QoL

- (Long Term) Get all elements of the Southcom Staff on the same compound- Monthly Turnpike Toll Discount or 1600-2000 waiver/pass for those who work past 1630 (most van pools are gone by then) and live in Broward Co. - (Long Term) Gov't Housing complex

Difficult to answer without the existence of an established military infrastructure (base, housing, and community support). Most people do not know we are here, our numbers are relatively miniscule, and it the big scheme of things, SC does not really matter that much to the Miami community, except to some of the "influential rich people." Having said that, quality of education can be improved by engaging Public and Private schools to accept the credits or academic requirements from the mobile children. Schools have not accepted children's previous academic history--something that it is completely outside the family's control as they PCS from location to location.

Build a more comprehensive in-processing program that helps people understand the environment.

Track and follow-up the sponsorship program. Generally, accurate information is not given to inbound personnel.

More emphasis in the lower ranks, life is more expensive here than any other place I have been.

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Living in Miami - arts and	Insufficient base facilities (exchange, commissary etc.). What does exist is too widely scattered to be cost effective to use.	Work toward co-locating all the facilities that do exist (exchange commissary, mwr
The opportunity to work closely with members of the other services.	Military health and dental care. Satellite clinics situated in areas where servicemembers typically live while assigned to the HQ. Clinics should include Medical, Dental, and even a childcare facility for those that need	
The number od activities available with the local area	Traffic	

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Health care is a good point having civilian doctor give an unbiased opinion of your health status, not necessarily dependent on the needs of the military. Also, education is a positive factor. A negative factor is there is very little or no base support for certain military interests.	Military Housing	Either move the Command to the Homstead Air Reserve Base and build base housing there or find better housing closer to and north of the Command Headquarters. Present housing is for all
Very predicable work hours and schedule. MWR does a great job getting us free & discounted tickets to local events.	Cost of Living is too high. Food is about 20% higher than my last duty station in TX. The tent sale helps a lot, but a full time store would be nice. Homestead is too far to make the trip worth it if you live in Broward. Also, my car insurance more than doubled.	
Southcom's top QOL is a good family support center.	Most improvement would be making it easier for the lower enlisted personnel with children to be able to afford the high cost of living.	Take the recommendations from this survey for action in order to improve Southcom's QOL.
The availability of the arts and entertainment in the local area. The ease of getting flights into South America. The weather is a bonus too.	Treating people better from the top all the way down. People are not recognized for their individual efforts. There are too many "deals" made from the higher ranking officers because they "know" someone and others are pushed away. There are double standards in our command and it is terrible.	Be fair, be honest, tell people they did a good job ... do not allow so many "deals" because someone knows a senior officer. Do not inflate a member's annual military report because you are trying to help their career, be honest. We are too concerned with trying to push someone's career when they may not deserve it.

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Off-duty activities/recreation in the local area is impressive compared to other Air Force assignments. Like the free/discounted tickets to sporting events and other activities (plays, musicals, ballets, etc).

The activities that USSOUTHCOM sponsors in order to get people out and see the area that they live in

Since we are all "stuck" here together, there is a bit more of a family focus than at many other CONUS military bases.

You just can't compare the options of living on base or having a base nearby. However, some of the amenities associated with living in a major metropolitan area tend to offset not having a base nearby. Major Hooah to the Garrison and all the things they do to help with quality of life. It makes a difference.

Identify USSOUTHCOM's QoL factor needing the most improvement

A dedicated family support group. There are currently ZIP-Code groups...but there is really no ties to a servicemember's office/directorate. I think that office functions while at work would go far to increase unit cohesion and a greater feeling of unit support.

BAH is decent, but the aforementioned activities/recreation are not cheap in the area, so the enlisted income doesn't usually meet the financial challenges. COLA increase would be appropriate. Just eating lunch in the local area has proven to be beyond the means of some E7s I know.

Cost of living. In order to find a nice house in a safe neighborhood the amount of money one has to pay is unrealistic. Our pay increase helped but then we lost our COLA what gives? Yes COLA was not that high, but it was offsetting some of the food cost shopping at Publix. One hand gives, the other takes away.

Location!

A larger fitness center and health clinic.

Suggestions to improve the USSOUTHCOM QoL

Move all the separate directorates and offices that are scattered all over Miami into the same location. Build a new building on the SOUTHCOM property or add two floors to the building. Or, we could just move to Homestead.

COLA. Difficult to recommend any infrastructure improvements since space/expansion appears to be impossible.

However, a cafeteria/mess-hall facility would be great. Also, a better gym would be nice.

Give us back our COLA!!!

1. Location and support facilities. 2. Do a better job of administering surveys such as this. I completed the survey earlier in the month, yet my name didn't reflect on your 11 Mar email to the directors. How many other people took the time to provide honest feedback, but never got

You're doing good.

<i>Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location</i>	<i>Identify USSOUTHCOM's QoL factor needing the most improvement</i>	<i>Suggestions to improve the USSOUTHCOM QoL</i>
<p>The current location offers a wide range of cultural diversity. On any given day there are a multitude of events (some free, some not) that would not have been available at any of my previous assignments. The chance to attend college is much better than I've seen at any other</p>	<p>It is too expensive for young soldiers and sailors to live here. If an 18 year old E-2 wants to have a car, he ends up spending more on insurance than on the car payment. For those junior soldiers and sailors who can't afford a vehicle, they usually run into problems with supervisors who need them to work a schedule that doesn't compliment the current shuttle bus schedule. It's not the E-2's fault, however, the supervisor still has a</p>	<p>We need to have an Exchange that isn't 28 miles away, a tax free gas station (like a normal base), and it would be nice if all SOUTHCOM elements (base-ops, computer training) were located in the same facility.</p>
<p>The location is excellent for mwr.</p>	<p>The relocation assistance office needs more information about the local schools in relation to leased housing. Additionally, information on before and after school services such as hours of operation would be helpful in narrowing the search for housing for single parents.</p>	<p>Send staff to training at larger more established installations. Training is the best tool to improve the QOL program.</p>
<p>Centrally located, easy to fly out, beaches, weather and educational facilities</p>	<p>Team building events, after work no one sees each other, not enough activities to build a community. The concerned with working till the end of day and not building an organization.</p>	<p>More activities that builds the team and make people feel as part of a military family. Activities should be focus down to the director level.</p>
<p>Availability of employment for military spouses.</p>	<p>Cost of housing.</p>	<p>Relocate to Homestead Air Reserve Base.</p>

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Miami area offers many off-duty activities, although at a high price.

Medical/Dental care. The referral system works much quicker and better than I thought it would - in fact, its better than having a hospital on base. Drs here at SOUTHCOM are responsive, and the civilian doctors I've been to are good. Trying to get a dental appointment at previous bases I have been to was nearly impossible, while here you can get an appointment within days.

Lots to do in the big city

Duty Location. A lot to do in Miami.

Availability of recreational activities/facilities which probably has more to do with being in Miami than being assigned to USSOUTHCOM.

Identify USSOUTHCOM's QoL factor needing the most improvement

Not having a traditional base with military housing and other community facilities takes away from the sense of "family" found at most bases/posts.

Cost of housing. While home prices are about the same as other places I've been, the cost of insurance and taxes are astronomical and add several hundred dollars to monthly housing costs.

We need a great deal LESS emphasis on surveys. I believe we are using survey instruments as a substitute for people getting out of their offices and finding out what is really going on in their customer communities. As soon as you get a general officer's backing on the importance of a survey, we have to stop everything else--like fighting a war--a complete your work for you.

Finance. I and a soldier of mine arrived in Dec 02 and still have yet to receive basic TLE and DLA entitlements. No soldier going through the integration process should have to worry about money not being

Suggestions to improve the USSOUTHCOM QoL

One suggestion for improving QOL is to reinstate the CONUS COLA entitlement and raise it to a respectable level to make up in the high cost of living and lack of military facilities.

Poor design and overcrowding in the HQ building. There is no place in the HQ building to sit down, get away, and take a break. There is no place to eat lunch except the tiny break area and even there the tables are designed for standing while you eat. The bathroom situation is really bad. There are not nearly enough, especially for females. The message seems to be that breaks of any kind are not encouraged. In contrast, the senior staff here seems very sensitive to Quality of Life issues. Completing the bridge to the Federal Reserve Building will at least give us a place to eat lunch. This was a very good initiative.

See item #20

More USSOUTHCOM family days at HQ. Have a chili cook off, games etc. More esprit de corps. Build a nice bohio(picnic area) with a b-que grill so the personnel at USSOUTHCOM can have functions in a secure area.

Expedient processing of financial paperwork (TLE, TLA, DLA, TRAVEL). One stop shopping set-up for inprocessing of family members. If I didn't have the experience of 16 years in the military, my family would be lost in the shuffle. Somehow during the integration of soldiers, civilians and their families, don't allow them to go to work until they go through a tour of the surrounding areas, the headquarters, and the like. I know there is such a program, but came into this knowledge about two months into my assignment.

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Entertain opportunities

Identify USSOUTHCOM's QoL factor needing the most improvement

child care in Broward

Suggestions to improve the USSOUTHCOM QoL

support facilities; members required to find off post physical fitness locations due to extremely small gym; lunch facilities, nowhere to sit down and eat lunch if its hot or cold outside

The command has greatly improved the MWR/ITR office and the tickets and specials it provides.

The overall services normally associated with a base or post. To include adequate medical care, commissary and PX/BX, and programs for children too old for after school programs, like services that are traditionally offered the Youth Services center. The Boys/Girls Clubs of America is not equivalent to the services provided on base. They close at 1800 and are not open

Get a small commissary that has no association with AAFES (PX prices are always higher than the commissary.)

Great access to shopping, outdoor activities the climate.

Access to quality medical care for dependents. TRICARE is very limited. Even though this area has a multitude of excellent hospitals they are not covered under the current healthcare system.

Improve healthcare access for families!!!!!!!!!!!!

Location. Homestead ARB would be a better location. It has much more to offer: cheaper housing, a real medical clinic, BX, Visitors Quarters, MWR facilities, secure on base running trails, airport, less traffic, etc, etc,

Having to wear BDUs daily is inappropriate for staff officer duty and inconvenient for out of office activities, personal and business. I find Class Bs to be far more appropriate for staff officer duties than BDUs which were primarily designed for field duties. I am ending 35 years in the military and this is the only time I have had to wear BDUs for duty. They are uncomfortable and detrimental to my duty performance.

Improve medical and MWR. The clinic lost my wife's records for a week and as of yesterday could not find mine. The medical referral people know very little or nothing about the doctors they are recommending. They seem to refer at random. There should be a data base where we can go to rate medical practitioners. It is risky business and a waste of time and money to explore for good doctors. One doctor they sent my wife to started opening and reading his mail right in the middle of the consultation. Also, I would much rather see medical items pop up on my e-mail than another pizza sale!

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Compared to my previous assignments, USSOUTHCOM has	USSOUTHCOM needs more fitness center's, better PX, and better dry cleaning.	Move USSOUTHCOM to any Military Installation!!!!
It is preparing me to separate from military service. I know have to live on the economy, without the aid of a base and its many support options.	Take better care of our single members. Need to provide transportation to the members who shifts or weekend duty don't allow for them to utilize the shuttle. Inform individuals that when they have medical appointments away from the HQ, they can check out a vehicle from the motor pool or provide transportation to medical appointments, not just to the VA.	Push to return our COLA and change the way BAH is determined.
Being in Miami		
the different services working together	a bigger locker room	
I arrived a year and a half ago single with a motorcycle, a jet ski, and golf clubs. I live where I want to live, and my off duty time is well spent. I am a member of the command Co-ed Softball team, Fort Lauderdale Intermediate Volleyball league, and a softball team. There is so much to do here, and I truly enjoy living here.	Need easy access to Naval Uniform items.	None. This is a great place to work and

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If you are single as I am, then this place is paradise and worth the extra	I tend to be more into an active fitness lifestyle, so my biggest gripe is the lack of bike lanes for riding on the streets and lack of trails to run on.	Chow hall!!!!
Bad fitness center (not big enough, lack of showers, plumbing is bad) Terrible eating facilities and lack of place to eat Terrible building design with cramped workspaces, not enough computers and not enough bathrooms Ridiculous design of parking lots	Terrible eating facilities and lack of place to eat Bad fitness center (not big enough, lack of showers) Terrible building design with cramped workspaces, not enough computers and not enough bathrooms Ridiculous design of parking lots	Fix these: Bad fitness center (not big enough, lack of showers, bad plumbing) Terrible eating facilities and lack of place to eat. WHEN FEDERAL RESERVE IS OPEN TO SOUTHCOM, MAKE SURE WE PAY THE SAME PRICES THEIR EMPLOYEES DO--NOT THE VISITOR PRICE Terrible building design with cramped workspaces, not enough computers and not enough bathrooms Ridiculous design of parking lots--it's like driving through a maze at lunchtime and closing the south gate during the day is not helpful
The gym and travel agencies are in the same building	The stress level of fellow officers. Very few smiles, lots of red eyes.	* More outdoor functions* Have a USSOUTHCOM Pride Day, where there's a big picnic outside for the entire day, families included. Does wonders for
Weather	Lack of Base infrastructure	Relocate SOUTHCOM to Homestead and rebuild the base.
Climate and Off-Duty activities	I miss the base Hobby Shop	It's pretty good as it is, but I would recommend "loca"l access to more community support services.

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

No gym facility or access to gym facility outside of work. The education system speaks for itself. The cost of living is hi to say the least.

Good: Although the BX Marts are open to military and family members, due to size, they are limited to what they can and cannot offer their customers. An increase in the size and products offered would most likely increase the use of the facilities. Additional, distance is also a factor which sometimes doesn't make it worth the effort to make the trip to Homestead.

the hours are great and having all the 4 day holidays are nice too.

Get a COLA to cover TOLLS and additional expenses incurred due to lack of "Major" facility support

The small shoppette and grill being available in the bldg.

Identify USSOUTHCOM's QoL factor needing the most improvement

MWR program is great. Summer Camp Programs wre fantastic, please renew this year with same options. The Tent food commissary event is nice but if your TAD that week your out of luck. Better larger gym facility or the option to affiliate with a local gym closer to home would be a great benefit. PT test get harder and Harder

Housing for Junior enlisted personnel. I feel compassion for our enlisted personnel that must spend above their housing allowances to live in practically, sub-standard housing and in most instances, share with other junior enlisted to make ends meet. If possible, additional housing for these folks should be the priority. Secondly, providing shopping cards to junioe enlisted which would enable them to shop at the food warehouses could prove helpful. I may be wrong about the current living conditions of our enlisted personnel but they are

Cost of living is too high for a lower enlisted soldier. The BAH will cover your expenses if you wish to live in a low income neighborhood, and subject your family to that type of environment. I will not put my family in an undesirable or dangerous situation, therefore I pay about 200.00 per month out of pocket and that is just for rent. If there were more suitable housing and possibly a comessary, life here would be much more affordable. And if you are a non spanish speaking family it is very difficult for spouses to find suitable employment.

COLA

No on post storage for boats or motor homes. Most sub divisions don't allow these rec. vehicles in one's

Suggestions to improve the USSOUTHCOM QoL

Officers and Senior NCOs can, for the most part, fend for themselves however. our junior enlisted members sometimes have a difficult time dealing with the day to day living expenses in a high cost area. Any assistnace to them eliminates day to day living concerns which would allow them that time to focus on developmental skills in the work place and to posible pursue advanced educational goals. Thereby, molding, nurturing and developing a much needed investment, the future NCO corps.

Upgrade and enlarge the fitness center. Include a sauna, steam room and gym. We need a storage facility that allows boat parking and dry storage rooms. Build a PX and commissary.

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Top QOL factor is the variety of things to do in South Florida. It has little to do with the efforts of SOUTHCOM but mainly the location.	Work schedule is the number 1 problem. A few key work sections bear the brunt of duties that often lead to long hours or weekend duty. Not sure how to resolve, but leaders need to be more aware of the QOL impacts on the people in these areas.	
Diverse ethnic cultures	The rude, rude drivers	Lease a new facility to be used as a gym or work a contract at a local gym.
The weather at our location is wonderful & the assignment is not tough at all given the mission and the nature of our AOR.	The cost of living (mainly housing) is steep, and the lack of a real base/post and the support it provides places a financial burden on enlisted personnel. Just the addition of a real commissary would be a help.	Move us to Patrick AFB.
climate, excellent weather	miami traffic jams	Contract a USSOUTHCOM discount rate for membership to fitness clubs such as
Off on weekends.		

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Proximity to quality recreation, excellent off-post housing communities (gated communities with pools, gyms, security....as long as housing allowance keeps up with	No complaints	
Close to the airportvanpool availability	single housing	larger gym and a sit down cafe'
The thing that attracts me to SOUTHCOM is the location for travel during my off duty time. The weather here is excellent which in its own realm improves our Quality of Life.	I think that SOUTHCOM Health Clinic could be more service oriented. Sometimes, I feel like we are there for them not they are there for us. This is the one thing about SOUTHCOM that needs some serious improvement. If we operated our section like they do,	I ride my bike to work and would really like to see some kind of locker storage capability in the building to store uniforms, boots, etc. Because its hard to commute on my bike and not have anywhere I can store my things overnight.
Variety of activities and universities in Miami as well as cultural link to AOR.	Gym/locker-room, Lack of Military Clothing Sales, Commute distance/traffic.	Larger Locker room (esp. for women) Include benches. Permanent lockers or lockers in workspace (some of us only have a 5x5 cubicle.A sit-down cafeteria space.A cafe/cafeteria with coffee that is not burnt; with health foods (ie. more salads using quality ingredients, meats/vegetarian proteins prepared in a healthy manner and without additives, a salad bar, more varied menu);More

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<p>I grew up here in Coral Springs so my opinion maybe biased in a certain way because I know where everything is. However, I found that the ITR office and MWR make a huge effort to contact the outside world about coupons and discounts from events and places. That has been one of the great things about being here.</p>	<p>I think our BHS rates could use a little boost and even though we have events (command), I see that there is a division if not a separation between Enlisted and Officers. Coming from the Special Forces unit prior to this assignment, unit camaraderie was always the priority regardless of rank. Respect was never lost between Enlisted and Officers but it likely strengthened as a result. That is why there is a low turnout at SOUTHCOM events were both are supposed to show up, because the majority of enlisted just feel that they're not appreciated. I feel that these events are used as kissing-up opportunities rather than the true intent, to have fun and socialize with others and their families. To recognize how unique we are as individuals and appreciate those qualities</p>	<p>Fix this and you should see a higher turn-out rate.</p>
<p>Top QOL factor is the great weather and diverse, vibrant community.</p>	<p>QOL factor that needs improvement is access to commissary/exchange closer to HQ.</p>	<p>1. Keep main gate open to provide access to park for running. Close east gate during non-commute hours.2. Finish bridge to Fed Reserve Bank cafeteria.3. Conduct Spanish lessons at HQ vice Codina or else provide shuttle.</p>
<p>The weather.</p>	<p>Military base support/facilities.</p>	<p>Relocate to a large military base.</p>
<p>MWR trips and discount theater tickets</p>	<p>Commissary first and PX second</p>	<p>Discounted SUNPASS</p>
<p>The availability of MWR services.</p>	<p>Medical services.</p>	<p>Bring to the attention of new arrivals (military, civilian, and spouses) the Zip Code Support Groups.Require new arrivals (military, civilian, and spouses) attend the New-comers Brief and New-comers Oreintation Tour.</p>

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Maybe have a closer PX than Homestead, since the majority live locally here in Doral or North of USSOUTHCOM.	Not really sure, have not been here that long to	
Numer of things to do and see in south FL	Bigger gym and locker room	Thanks for all your hard work
Access to private healthcare/dental/special needs facilities is the most positive factor. My family received the best care in this area than anywhere I've been assigned since 1998.	The Set-Aside housing program is a great initiative. Unfortunately, the availability of 4-bedroom quarters for servicemember is fairly non-existent. Even with the increase of BAH, out-of-pocket expenses for a single-income family in my pay grade to live in a 4-bedroom house is almost twice that of any area we've lived in the past.	Research the availability of 4-bedroom quarters for inclusion under the Set-Aside program and implemnet if possible.
Proximity to restaurants.	We need to be located in a base where we can have access to better facilities like a base gym, PX/BX, Food Mart, and recreational facilities (Officer/Enlisted Club, Rec center, Hobby Shops, etc.).	Move to Homestead and build necessary facilities!

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None	Medical and commissaries. I'm not too concerned about prices for food but there are enlisted personnel who really need the commissary and it's not available. Driving for 1/2 to an hour is not an option. Who has time to spend a half a day just to drive a distance and go grocery shopping? As for medical, it's a joke. The amount of time an active duty person spends just to get a referral is a waste of tax payers' money. Also having to spend time trying to find competent doctor's just to be told they're not in the Tricare systems is an outrage. SOUTHCOM needs to be where there is a military hospital.	Move the entire command to Patrick AFB.
Great job opportunities and the recreational options are great.	The Government Leased Housing	
Major metropolitan area	Complete absence of any type of base infrastructure (going to Homestead with the costs of tolls and gasoline simply doesn't make economic sense.)	Move from this location, and reestablish the HQ at Homestead. With the exception of the proximity to the airport, no discernible benefit from a QOL perspective for being in Miami-Dade.

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Eventually, I will PCS.	Tricare.	
Recreational outlets	enlisted housing is poor for single troops	either build decent housing near the base, or move single troops into other apartment facilities in the area.
it is in the banking center of the spanish speaking world: Miami has a tremendous influence on the spanish speaking world and this assists me/us in the execution of the mission.	Southcom needs to be moved onto a military base to take advantage of the force protection costs benefits available on post (and potential housing)	SOUTHCOM should be moved to Homestead AFB.
Great weather, close to nice beaches and recreational areas.	The support group, is the poorest one I have ever seen, there is really no good support for the troops at Southcom (the things that we are used to have at any regular command).Housing closer to work, none of that 26 miles away and with this traffic. As a lower enlisted I can not afford an appartment that is close to work, and the choices that I got for governmental housign are to far away takes alot time for	Improve the day care programFind closer housing and/or increment the BHA. Need a BX/Commisary closer to base. (If one lives at Pembroke Pines and needs to go to BX at Homestead, it's about a 56 miles each way plus tolls.

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Housing allowance is high and there is plenty of housing to choose from. Also SC program to assist with junior enlisted housing is a great program.	Improve Tricare processing of referrals for family members.	Senior officers and senior NCOs (i.e., CSM) should conduct periodic QOL feedback sessions with officers and enlisted soldiers respectively to identify problem areas that need the attention of the QOL office and the chain of
The weather and diverse culture.		
Location and benefits	cost of living and larger/closer commissary	build a commissary closer to USSOUTHCOM and raise the BAH or start up the cola again
Location	More support services, baselike infrastructure	
NOTHING FOR JUNIOR SOLDIERS.	Move to a military base. We are constantly trying to renovate, to accomodate people. When there is no	Check with your most junior enlisted, before implementing changes that is suppose to help them.

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Outside activies, beach, art, culture, activities, weather.	Better Schools/less crowded.COLA	Build a small PX/Commisary on the open space.
The training day holiday is a definite morale booster.	Generally, speaking customs and courtesies require attention. I find that rendering a salute appears to be an imposition (for both some junior officers and enlisted personnel). I also find there are more than an average number of people who have a hard time working together, thinking "outside the box" and exercising initiative. It is often difficult to find someone willing to take up a "challenge" and those that do, are used to the point of "burning out." Lastly, emphasis should be placed on the fact that we are a joint command and that standards of conduct apply equally to all. Professional standards of behavior and respect for rank and position should apply to all regardless of the service we come from. The fact that "this is an Army Command" should not be used as a reason to tolerate profanity and other unprofessional behavior in the workplace.	
Top QOL factor is that South Florida has great weather and a diverse, vibrant community.	1. Male heads are unsanitary at times. Not fault of cleaning crew but due to poor design and inadequate for number of patrons.	1. Recommend you close east gate vice main gate during low use times IOT provide access to park for running.
Overall support from family services. They are very helpful and supportive.		

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Location in a major metropolitan area gives USSOUTHCOM personnel access to a myriad of off-duty activities, and educational opportunities. Good weather almost year-round is another plus.	This area has one of the highest automobile insurance costs in the country. The raise in BHA barely covers my mortgage, which is significantly higher than it really should be due to an unrealistic real estate market at present; but does nothing to help defray cost of my family's auto insurance which tripled since moving here.	
SPOUSE EMPLOYMENT DUE TO OVERWHELMING SPANISH LANGUAGE FACTOR AND STRESS DUE TO TRAFFIC.	STATESIDE COLA	SEE ABOVE
Colorful area with has lots of things to do.	Jobs for spouses.	Better opportunities for jobs for the spouse and family member.
The surrounding communities' facilities somewhat mitigate the lack of DoD provided services.	It seems obvious to me that until this HQ becomes permanent (i.e. DoD buys the surrounding land and commits to long term placement of HQ), then efforts to build more DoD support facilities will fail.	Buy the land. Build-on to the Thurman building. Then proceed construction of new dining facility, recreation facility
USSOUTHCOM provides plenty of opportunity to see the local area through its MWR program. This is one of the hardest working programs I have seen to date. Thanks for all of the hard work.	The local housing environment leaves much to be desired. The local home owners know about what you will be making for BAH and they try to get every bit of that. Lower enlisted families have no choice but to live in cheaper housing areas down south or farther up north. This creates a greater burden by more driving or living in less that popular neighborhoods.	Housing needs to be set at certain price ranges for ranks. This should be incentive for homeowners, and landlords for participating in the set aside program. They will be guaranteed their money on time while giving the military the help it

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Miami, FL Beach Weather Travel	Time on the job doing nothing Some people doing too much work Analyze the military participation in the Van Pool by directorate and you will see where the work load is or is not	For junior officers O1-O3 and all enlisted personnel If the work is done (taskers, plans, duties, responsibilities), then let them go home.
Being in Miami--a diverse location with PLENTY of recreational/extra-curricular things to	COLA--everything in this area is considerably higher than other military location, even some that are receiving a COLA. The excuse that Homestead is close enough with the traffic around here is not sufficient. Although BAH is substantial, the lack of a COLA does not account for food shopping, etc...	SOUTHCOM should adopt one of the local golf courses (work a deal with) as it's home course. Doral would be nice, even if it isn't the blue course, in order to get military people a substantially discounted golf membership. MWR could probably give a golf course "X" amount of dollars a year, and then the discount for personal playing would come off of the green/cart fees, thus, the cost would bascially just be partially subsidized by the command.
There is a lot to do in the local community, non-military related: lots of restaurants, malls,theaters,	No standard military base support activities (commissary, BX/PX/NEX, hospital)	Relocate USSOUTHCOM to an activ-duty military base in CONUS.

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Housing and Medical Care should be top priorities for QOL.	Housing (focus on safety and security)	Most of the young soldiers/sailors/airman probably need a little more money every month to ease the budget crunch here. Providing current information on activities and services is also a great way to help people help themselves.SOUTHCOM is much different than being on a post/base. There are many advantages to living in such a great city like Miami. However instead of post/base support that we are used to in the past it requires us to be more independent. Such as using coupons at the grocery store and price comparison for everything we buy so that our budgets don't take such a big hit. I have seen major improvements in the quality of life here but unfortunately comparing SOUTHCOM to a post/base may be deceptive. We don't have the resources available (Commisary/PX/BX/Base daycare/ Pools/ Large Gym/ Full Hospital.) Keep things moving the way they have been and we will all continue to benefit.
Overall amount of things to do in Miami area.	Fitness facility is okay but tiny, to include locker room especially.	Expand the fitness facility.
Airport is close	Family support- I don't see any programs for children - in former locations there were programs like scouts, 4-H, Middle school programs, teen centers, and other activities where kids could participateHigh cost of living i.e. I spend 40% more money on groceries alone.	Add Commissary facilitiesImprove education - elem and middle schoolsAdd children programsNo male spouse outreach
MWR Activities	Cost of living as well as troop and family support activity infrastructure	More facities on SOUTHCOM Campus A COLA for service members

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<p>medical-dental and education are key and essential ingredients to high QOL. many of the healthcare community that accept TRICARE are not necessarily the best quality. the education system in S FL is a continual challenge and home schooling becomes a critical need to offset deficiencies in the system (overcrowding, substandard books, lack of school supplies/resources, etc)</p>	<p>the challenge for this command is in the ability to augment QOL initiatives without a robust BASEOPS. things such as craft shops, auto shop, gym and other recreation facilities have been important QOL issues for me in past assignments. I very much enjoy golf and find it sad that in over 5 years here we have not been able to culture a good working relationship with Doral, which is right across the street (note: COL Fletcher was instrumental last year in getting us into an intramural league, but that connention will end when he PCSs.</p>	<p>continue to work at improving QOL. I will say that significant improvements have occurred since the HQ was established and continue to happen every day. I understand that a BX/commissary will never adequately serve Broward county when it is ~100 mile round trip and \$5 in tolls.I will be happier if we continue to fix the above mentioned items and have a SOUTHCOM gym that rival Homestead note: I am recently retired, but am happy to continue to serve the command</p>
<p>Facilities external to the military. eg. Parks, beaches, museums, etc.</p>	<p>Access to commissary/exchange facilities.</p>	
<p>Location</p>	<p>Time for education</p>	
<p>Outstanding MWR program</p>	<p>Eliminate the requirement for Family Members to use the SOUTHCOM clinic as TRICARE PCM</p>	<p>Host more frequent Commissary Visits (at least bi-monthly.</p>
<p>Community recreational areas; i.e. parks, beaches, attractions</p>	<p>no government owned and operated family housing available. Family housing is available in several different apartment complexes in the area, but there is not enough room allocated to Jr NCOs.</p>	<p>Move USSOUTHCOM to an established military post.</p>

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

We miss the unity and cohesiveness of the military community. This assignment is more akin to being employed by IBM or GM than the military. It's sad to say, but this assignment reinforces the notion of extreme bureaucracy in the military. This command is important to the Defense of the U.S., but its members do not feel a part of the military. Get us a real base or installation with the amenities we are used to seeing.

Close proximity to airport makes travel departure easier.

Weather and recreational opportunities of South Florida.

Location. While Miami is very expensive to live in, it has a lot to offer for QOL, a great airport and good opportunities for spouse employment etc...

Water sports fantastic!

Identify USSOUTHCOM's QoL factor needing the most improvement

1. Automobile repair self-help facility
2. More physical fitness facilities---FREE to the military.
3. We deserve a PX/commissary
4. movie theater for military only
5. more command sponsored functions during the duty day!
Create cohesiveness and improve

Need for suitable facilities (BX, Commissary etc.)

Commissary and Exchange availability, or at least a COLA to cover the lack thereof. I cannot stress strongly enough how deep the feeling of this goes. It is a real morale and fairness issue. DECA proudly claims that they save military members 20-30% off regular grocery prices. For an average family of four, that benefit/entitlement equates to at least a couple of hundred dollars a month. Not to mention the savings provided by an Exchange/AAFES. The lack of a local Commissary and Exchange is viewed by many as a lack of support by DoD, and something that goes with being assigned to SOUTHCOM, i.e., penalty. The BX at Homestead ARB is inadequate and too far away from a majority of the Command's personnel. It is just not economical to travel an average of 45 minutes (one way) via toll roads. This should also be viewed as a retention issue, as the small COLA previously received by Command personnel was removed at the beginning of this year.

SOUTHCOM needs a base structure to better support it and provide QOL. If Homestead is it, let's have more MWR, a commissary and other facilities (medical/dental) at Homestead.

normal base infrastructure - base gym, exchange, medical, etc.

Suggestions to improve the USSOUTHCOM QoL

see above

There are many good things about serving at SOUTHCOM. Generally, the QOL is good. But the Commissary/Exchange issue as mentioned in item #20 is a MAJOR failure on the part of DoD to support personnel assigned to SOUTHCOM. My strongest recommendation would be to institute a COLA which would cover the loss of savings enjoyed by other military personnel who have the availability of Commissary/Exchange services (to include an automotive service station). This would suffice until a Commissary, Exchange and Service Station could be built to support those assigned to SOUTHCOM.

Reduce more of the out of pocket housing costs. We need a DECA commissary, the BX at Homestead is not that much of a benefit in terms of lower prices. Better medical and dental care. TRICARE is broke. Many doctors and dentists don't accept it and the ones that do aren't great health care providers.

Move to and reactivate Homestead AFB as an active Air Force Base. Rebuild the base, medical, clubs, gym, housing, golf

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

The location is great! Miami has great weather and many things to do!

Identify USSOUTHCOM's QoL factor needing the most improvement

Support. There is little to no support facilities. Family Support, Finance, etc...

Suggestions to improve the USSOUTHCOM QoL

Location, location, location. Big city, nice beaches, great weather.

There is no spirit of a military community that we have grown accustomed to. No one place that we can meet and greet "military family." A PX/BX/Community Center would help.

Housing area. PX/BX/Community center type facility. Memberships to local gyms for active duty personnel. Bigger bohios that give workers a place to get out of the office for a break. Consolidation of the workforce closer to the HQ.

South Florida - especially Ft. Lauderdale and Miami
Florida Keys
Entertainment spectrum - especially plays
Recreation opportunities - especially scuba, snorkelling, sailboarding, boating
Weather
Note - My survey results are generally negative because I transferred to SC from Kings Bay Naval Submarine Base in Georgia. This is a new base and QOL is an interest of high concern due to the base's relative remote location (JAX 50 miles south). Therefore, "about the same" answers indicate "above average/excellent" compared to the average Naval Base. However, "much poorer" answers indicate areas where significant improvement is needed.

Greater focus on developing SC-sponsored Recreation opportunities and participation. The availability of area recreation opportunities and SC-sponsored recreation opportunities are two different things - specifically cost to the serviceman, especially the junior enlisted, including provided transportation to and from. When I first got here I went on an MWR sponsored snorkelling trip out of Biscayne National Park. Great experience and affordable by the E-1. Problem is there are not enough of these - and, I suspect, that for those scheduled the participation is low (it was for mine - haven't done it since because I have a boat). How to fix - senior officer leadership and enlisted leadership should be approached by MWR to form a collaborative effort in these areas, i.e., a push by leadership to juniors to participate, as lead by seniors. For example, can MWR support trips limited to participation by a specific directorate or deputy directorate? If MWR cannot use funds for such focused groups can they still offer package deals at reduced prices based on MWR connections - then group pays all the costs? I'm sure there are other things that can be done in this area but it will require the participation indicated to brainstorm. Once people participate I'm sure the experience will be positive. If this is already being done then I am ignorant of that - so education is needed. Likewise, if there is this need - since I'm recommending it, I'm volunteering to help fix it. Call me, CAPT Hunnicutt, USN at x1541 to either educate me or solicit my help.

See above

Medical Care - Clinic Operations.

Add Dental Care to the Clinic.

Garrison support to QOL is good for this type of organization (no post, Post Housing, etc.) - quality of this support needs to be maintained.

<i>Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location)</i>	<i>Identify USSOUTHCOM's QoL factor needing the most improvement</i>	<i>Suggestions to improve the USSOUTHCOM QoL</i>
Weather	Traffic	
Reasonable housing very close to the HQ.	Close proximity (less than 45min) of traditional military base facilities (medical, dental, exchange, commissary).	Procure vice lease the building. Build up the supporting infrastructure in Doral. The development of the medical clinic has been good over the last 2 1/2 years but need more, especially OBGYN and Pediatrician. Need Homestead BX to be expanded to separate Commissary and Exchange facilities or relocate to Doral, closer to Broward families.
You have a lot more activities here for single soldiers.	the living areas for soldiers should be checked on often because some of those apartments are not well taken care of and when you call about a problem they just keep covering it up or it takes them forever to fix	
Variety of off-duty activities	Availability of affordable housing for lower ranks (enlisted, especially), and availability of military medical	
Although expensive at times, there are many recreational/entertainment activities in the Miami area. SOUTHCOM does a great job of getting discounts for most of these. I just wish we could get some type of membership agreement with a nice golf course in the area. This is by far the most expensive area I've ever	BAH! Even with the recent increases over the past couple of years, the housing is still expensive. I pay more than \$1400/month for a 2 bedroom apartment! To get something less expensive would mean moving further away from SOUTHCOM and incurring an incredibly long drive to SOUTHCOM because of traffic. COLA would be another great improvement. While stationed in Hawaii I was receiving over \$300/month to offset the expensive COL. This area is almost a mirror of Hawaii in many respects. We should be getting a	Due to the location of SOUTHCOM, I don't see how any significant improvements could be made to QOL. For the number of personnel assigned to the HQs, it can't be economically feasible to have the goods and services we are accustomed to at most military installations.I feel continued increases in BAH, reestablishment of COLA, and continued great work in the MWR would be the best ways to improve the QOL here.

<i>Identify USSOUTHCOM's topQoL factor (what is positive or good about the current location)</i>	<i>Identify USSOUTHCOM's QoL factor needing the most improvement</i>	<i>Suggestions to improve the USSOUTHCOM QoL</i>
Availability of recreational	Lack of nearby commissary .	Locate a commissary on the HQ grounds or nearby.
No field time.	Lack of COLA. It's expensive to live here. I've managed to work out a budget now, but when I first got here I went broke in the first few months.	The unaccompanied quarters.... better than barracks in some ways, but really not too great. Even though Arbor Lakes is a "gated community", it's hardly enforced. The buildings are poorly maintained, they paint over problems rather than fixing them. Increasing vandalism and break-ins.
Recreational/entertainment venues	Commissary discount	The QOL initiatives that have been established from ATM to laundry to housing for enlisted and all others are terrific and demonstrate SC's commitment to improving these standards for all personnel...would hope the focus remains.
The amount of pay to compensate for my housing has made the assignment a little better.	Availability of base support functions. Lack of base support functions is a great big hinderance.	Given the fact that we have no base or base support, if find it somewhat hard to suggest what could improve
Climate and the cultural diversity and richness of the South FL area.	Probably sufficient single enlisted housing.	

Identify USSOUTHCOM's top QoL factor (what is positive or good about the current location)

Affordable housing -- high cost of housing close to HQ

Identify USSOUTHCOM's QoL factor needing the most improvement

Suggestions to improve the USSOUTHCOM QoL

Abundant variety of commercial services, entertainment, and retail products are readily available.

Convenient health care for dependents.

The weather is great, and the beaches and fishing are phenomenal.

The Tricare system here is appalling. My wife needs several procedures due to endometriosis. To get it done here will cost me, out of pocket, over \$2000. I could fly her to my last duty station, under a different TRICARE region, and it would cost me \$80. Yes, eighty dollars. This is borderline criminal. Also, the lists of providers are all out of date. My wife spends several hours a week trying to find OB/GYN help for her chronic endo problem, which Tricare here scarcely covers. That's my top offender. Also, the lack of basic shopping, especially with food and gas services, makes this place excessively expensive. I make a lot of cash too, so I would be pained to know how a junior enlisted must try to survive. As it was, I came from what I considered the highest rent area I know, Newport, RI, to here, got a big raise in BAH, and still had my QoL go down, with a smaller space, costing more, with my dollar not going as far. As far as employment goes for my wife, even though she has over 10 yrs of management experience, she can't find a job that pays much more than minimum wage. The language barrier also makes it hard for someone with so much retail experience to get a job. In the several stops in the Northeast, she could get work almost on demand, for decent money.

1. Overhaul Tricare. Hold the area Drs on the list to actually honor Tricare, or blackball them from medicare/medicaid work. Raise the payments you can get back from Tricare if there are no providers available (for instance, getting back \$590 on a \$3000 surgery doesn't hack it. It also explains why no Drs want to take Tricare). Everything costs twice here what it does back in the U.S. Yet Tricare (along with our pay) doesn't recognize this. 2. Open a small exchange nearby. The micro-mart is not enough. I've seen these at Navy bases in the past, with gas pumps in front, and basic groceries (no meat and veggies, but frozen, milk, juice, soda and other non-perishables). Usually they are in housing areas. They don't make it better, but do allow you to buy the basics cheaper than at the store.